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<u>IN THE UNITED STATES PATENT AND TRADEMARK OFFICE</u>

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Q.H.

Serial No.: 09/745,305 Group Art Unit: 2642

Filed: December 21, 2000 Confirmation No: 2060

Attorney Docket No.: 27996-133 (formerly

103180-45024)

Title: CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH

**CUSTOMER SERVICE AGENTS** 

Mail Stop: Responses/Amendments

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

## PRELIMINARY AMENDMENT

Sir:

In response to the Office Action, dated April 22, 2005 and the Advisory Action dated August 9, 2005 please amend the application as follows:

Listing of the Claims begins of page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.